



**UNITED STATES MARINE CORPS**  
MARINE CORPS AIR STATION  
PSC BOX 8003  
CHERRY POINT, NORTH CAROLINA 28533-0003

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**21 SEP 2001**

AIR STATION ORDER P2060.1D

From: Commanding General, Marine Corps Air Station, Cherry Point  
To: Distribution List

Subj: PROCEDURES FOR THE MANAGEMENT OF THE TELECOMMUNICATIONS AND  
MAINTENANCE DEPARTMENT

Ref: (a) CJCSI 6215.01  
(b) ACP 121, U.S. SUPP.1(E), Sec. III (NOTAL)  
(c) NAVCOMPT Manual, VOL. 3 (NOTAL)  
(d) OPNAVINST 2305.13A (NOTAL)  
(e) MARCORSUPMAN, VOL. V (NOTAL)  
(f) MCO P2066.1 (NOTAL)  
(g) MCO P4790.2C  
(h) ABO P5230.7

Encl: (1) Locator Sheet

1. Situation. The Telecommunications and Maintenance Department of the Telecommunications and Information Systems (G-6) Directorate is tasked with providing reliable communications infrastructure and communications support aboard MCAS Cherry Point and its outlying fields.

2. Cancellation. AirStaO P2060.1C

3. Mission

(a) To provide information, procedures, and instructions regarding use, operation, management, and support of the telecommunications and information systems network aboard MCAS Cherry Point and its outlying fields per references (a) through (h).

(b) To formulate, maintain, and update long-range communications and communications infrastructure planning for MCAS Cherry Point.

4. Execution

a. Commander's Intent and Concept of Operations

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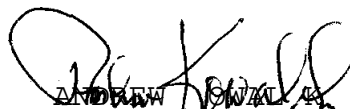
(1) Commander's Intent. This Manual constitutes a program for the Telecommunications and Maintenance Department to provide a robust, redundant communications infrastructure tailored to meet the needs of the organizations aboard MCAS Cherry Point and its outlying fields. The G-6 will provide seamless voice and data communications while operating in an efficient and economical manner.

(2) Concept of Operations. The Telecommunications and Maintenance Department of the G-6 Directorate will perform, per this Manual, to maintain voice and data communications at or near industry standards throughout the customer base aboard MCAS Cherry Point.

5. Administration and Logistics. The CG, 2d MAW, CO's Naval Hospital, NADEP, Defense Logistics Agency, Reserve Support Unit, and CSSD 21 concur with the contents of this Manual insofar as it pertains to members of their command.

6. Command and Signal

- a. Signal. This Manual is effective the date signed.
- b. Command. This Manual is applicable to the Marine Corps Total Force.

  
ANDREW KOWALSKI  
ANDREW KOWALSKI  
Chief of Staff

DISTRIBUTION: A

**21 SEP 2001**

LOCATOR SHEET

Subj: PROCEDURES FOR THE MANAGEMENT OF THE TELECOMMUNICATIONS AND  
MAINTENANCE DEPARTMENT

Location: \_\_\_\_\_  
(Indicate location(s) of copy(ies) of this Manual.)

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## RECORD OF CHANGES

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INTRODUCTION

0001. MISSION. The Telecommunications and Maintenance Department provides administrative telephone services and related telecommunications and infrastructure support to MCAS Cherry Point activities and tenant organizations. The Department also collects payment for reimbursable official and unofficial telecommunications and infrastructure, and cable mileage charges in accordance with established tariffs as negotiated between the local telephone company and the Government. Services include responsibility for operations and maintenance of all telephone equipment, telecommunications cable, voice and data switching systems, computer network integration, telecommunication manhole and conduit systems, radio trunking and paging aboard the Air Station and outlying airfields, excluding NADEP facilities.

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CHAPTER 1

RESPONSIBILITIES

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CHAPTER 1

RESPONSIBILITIES

1000. TELECOMMUNICATIONS AND MAINTENANCE OFFICER. The Telecommunications and Maintenance Officer, under the direction of the Assistant Chief of Staff (AC/S), G-6, is responsible for the administration and control of the telephone system and telecommunications and infrastructure. This includes supervision of telephone operators and administrative personnel; approval of requests for installation/removal of telephones and associated network equipment; maintenance, repair, expansion and alteration of voice and data distribution systems; management and production of the MCAS Telephone Directory; and fiscal control of the Department, including subscriber billing and reimbursement.

1001. SUBSCRIBER RESPONSIBILITY

1. All persons using the Station Telephone System or telecommunications and infrastructure are considered subscribers. It is unlawful for a subscriber to:

- a. Make nuisance or malicious telephone calls.
- b. Use a credit card number to fraudulently obtain service.
- c. Charge a call to another person's telephone number without consent.
- d. Third party billing to government telephones, even for official calls.
- e. Accept any incoming long distance collect call.
- f. Use official government telephones for the placement of personal long distance calls that result in a charge to the Government.
- g. Use official government telephones for the placement of Directory Assistance calls that result in a charge to the Government.



h. Attach any device or instrument to the telephone system or telecommunications and infrastructure without approval from the Telecommunications and Maintenance Officer.

2. Subscribers are also responsible for evaluating their telephone and network needs and submitting a Telecommunications Service Request (TSR) to the Telecommunications and Maintenance Officer in sufficient time to permit proper planning and scheduling of work (30 days). Other subscriber responsibilities are detailed in succeeding paragraphs.

1. Commanding Officers and Department Heads will submit to the Telephone Business Office, MCAS Form 2305/22, Telephone Authorization Card (Appendix A), with the signature(s) of the individual(s) authorized to act as the unit Telecommunications Certification Officer (TCO). Individuals so authorized will be officers, Staff Noncommissioned Officers or civilian equivalents. Commanding Officers and Department Heads will ensure that MCAS Form 2305/22 is kept current by submitting a new listing each time a change is made. MCAS Form 2305/22 is available at the Telecommunications and Maintenance Department, Plant Operations Division, Building 4397.

a. Establish a system of controlling long distance toll calls.

c. Upon receipt and verification of toll call listings, notify the Telecommunications and Maintenance Department of any discrepancy within five working days.

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e. Request assistance from the Plant Operations Division on any matter regarding telephone bills, toll call listings or required telecommunications and infrastructure.

1003. TELECOMMUNICATIONS AND MAINTENANCE DEPARTMENT RESPONSIBILITY

1. Plant Operations. The Plant Operations Division will distribute toll call listings on a monthly basis for verification by the unit TCO. Assistance will be provided to subscribers on any matters pertaining to telephone bills or available services.

2. Maintenance and Repair. Maintenance and repair of the telecommunications and infrastructure is the responsibility of the Outside Plant Division. Customer-owned equipment found to be defective will be removed from the network until the customer can effect repairs. Government-owned equipment will be repaired or replaced by the Outside Plant Division with costs being borne under existing agreements for reimbursability.

a. Corrective maintenance on Automatic Data Processing Equipment (ADPE) assets will be performed by specifically trained personnel in the Communication-Electronics Maintenance Division per the procedures outlined in reference (g).

b. The Communication-Electronics Maintenance Officer is authorized to dispatch contact teams to conduct maintenance "on-site" when it is in the best interests of the customer.

c. Cannibalization and selective interchange is forbidden unless it meets the criteria outlined in reference (g) and is specifically authorized by the AC/S, G-6.

3. Payment and Reimbursement. Payment for telephone services will be accomplished through a government voucher for official services. Unofficial services will be billed monthly with payments being made by check or money order. Cash payments will not be accepted. All customers aboard MCAS Cherry Point to include Fleet Marine Force (FMF) units will be required to provide funding for any service or equipment other than basic single line telephone service.

4. Project Planning. A surveyor/inspector is available to provide advice and assistance to units desiring to improve telephone services by removing, relocating or adding additional equipment. A cost

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estimate will be provided to subscribers that are required to provide reimbursement.

1004. NONCOMPLIANCE. Failure to comply with instructions contained herein may result in the suspension of telephone service at the offending activity or office. Additionally, the unit commanding officer may be notified, via the chain of command, of failure to comply with directions within this Manual.

1005. DEFINITION OF SERVICE. Basic service is defined as Class 37 service on a single line telephone (2500 series). See Chapter 2.

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CHAPTER 2

VOICE SERVICES

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CHAPTER 2

VOICE SERVICES

2000. SUBSCRIBER FEATURES. The following subscriber features are provided, without charge, to all subscribers not having their own Private Business Exchange (PBX). Some or all of these features may also be available to PBX subscribers.

1. Call Forwarding. With this feature activated, incoming calls are automatically rerouted to another station or number. To activate Call Forwarding, dial access code \*71, then listen for a second dial tone, dial the number to which calls are to be forwarded and listen for confirmation tone. Hang up. All incoming calls will now be rerouted to the other number. To remove the Call Forwarding feature, dial access code #71 from the original phone that was "forwarded". Hang up after you hear the confirmation tone.

2. Call Holding/Call Park. The Call Hold feature can be utilized in two ways: (1) "Call Hold" and (2) "Permanent Hold".

a. "Call Hold" allows the station user to hold an active call for any length of time, in order to place a second call or activate other features. The call will remain held for any length of time unless one of the parties hangs up. Only one call can be held at a time. To activate "Call Hold", flash the HOOK SWITCH. You will hear a confirmation tone. Dial access code \*91; you will hear confirmation tone, then dial tone to dial another number. "Permanent Hold" allows a station to hold an active call without attendant assistance. Only one active call can be held with the "Permanent Hold" feature. While the "Permanent Hold" feature is active, no subsequent calls can be made from or come into the station, nor can any other features be activated from the station. To activate "Permanent Hold", flash the HOOK SWITCH. You will hear confirmation tone. Dial access code \*74 and hang up. To retrieve a "Call Hold" or "Permanent Hold" call, lift the handset.

b. "Call Park" allows a station to place a call in a parked state similar to hold where it can be retrieved from any attendant console or telephone. After the call has been parked against a directory number, the user can continue to originate and receive calls on that directory number. To activate "Call Park", lift handset and flash the HOOK SWITCH. Dial access code \*84; then dial

the extension number where the call should be parked. To retrieve a parked call, lift the handset and dial access code #84. Dial the extension where the call is parked.

4. Three Way Conference/Call Transfer/Consultation Hold. Utilizing these features, a user has the ability to hold an active call; establish a call with a third party, and consult privately with the party; and then return to the original two party call, establish a three-way conference, and/or transfer the call.

2001. CLASSES OF SERVICE. The below classes of service are derived from reference (a). Additional subclasses may exist within each of these that further delineate access capabilities. No one Bill Code will be 100% Defense Switched Network (DSN)/long distance. The number of telephone numbers assigned to an organization will determine the percentage of how many numbers will be assigned to any

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one class of service. The general guidelines are that only 25% of assigned numbers can be assigned to any one class of service. Determining factors include, but are not limited to, the unit's mission and the telecommunications and infrastructure capacity.

1. Class 31 (Official). Class 31 telephones are authorized for the transaction of official government business. This service provides on-base access, local commercial access, direct dial access to the DSN, long distance access, international long distance access, and toll free access. This service is primarily for subscribers with Command and Control (C2) responsibilities or critical logistical control functions.
2. Class 32 (Official). Class 32 telephones are authorized for the transaction of official government business. This service provides on-base access, local commercial access, and direct dial access to the DSN. This telephone service does not include long distance access. Normal administrative and logistical telephone subscribers will be provided this or a lesser service per their requirements.
3. Class 33 (Contractor). Class 33 telephones are provided for unofficial use to certain contractors and civilian organizations. This service includes local access, long distance access and toll free access. All toll charges are paid through direct reimbursement from non-appropriated funds by check or money order. Additionally, this class of service is installed for the use of the American Red Cross and other Marine Corps Community Services (MCCS) activities as provided for in reference (b). Official funds may not be expended to directly support this service. DSN service is not available for incoming or outgoing calls.
4. Class 34 (Official). Class 34 telephones are authorized for the transaction of official government business. This service provides on-base access and local commercial access. This telephone service does not include long distance access or outgoing DSN access; however, calls may be received from the DSN.
5. Class 35 (Official). Class 35 telephones are authorized for the transaction of official government business. This service provides on-base access, local commercial access, direct dial access to the DSN and toll free access. This telephone service does not include long distance access. This service is optimum for field exercises.

6. Class 37 (Official). Class 37 telephones are authorized for the transaction of official government business. This service provides on-base access only.

1. The General Services Administration (GSA) has contracted with MCI for a private switched network that provides commercial long distance services, dedicated long haul direct dialing services and advanced data transmission capabilities. This network is referred to as FTS-2001. The Department of the Navy, and all its installations, utilizes the MCI portion (Network A) of FTS-2001.

2003. DEFENSE SWITCHED NETWORK (DSN). The purpose of DSN is to handle essential command and control, operational and critical logistic traffic. To ensure a good grade of DSN service, commanding officers and department heads are responsible for limiting DSN access to those individuals who have a need essential to the performance of their mission.

a. Only those calls that are essential, requiring a timeliness that cannot be obtained by other means, and would withstand the scrutiny afforded a commercial toll call.

c. The use of a precedence level in consonance with the subject matter of the call as established in the Joint Uniform Telephone Communications Precedence System.

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requirements using devices as terminals which are normally coupled magnetically, acoustically or directly. Facsimile transmission time will not exceed a continuous time of 18 minutes. Non-business hours should be utilized to the maximum extent possible.

e. When a facsimile device is common user, e.g., centrally located and available to all organizations and activities, the use of DSN is unlimited, provided a routine precedence is not exceeded.

f. When a device or terminal uses DSN, it will be equipped with an automatic disconnect feature which will free the circuit after the device is inactive for a period of one minute.

g. Contractor use of DSN is restricted to personnel performing functions normally done by military personnel in support of a C2 mission. An Intra-service Support Agreement (ISSA) is required.

3. DSN will not be authorized for:

a. Use directly or indirectly by any non-appropriated fund activities (clubs, exchanges and other unofficial activities) which are provided telephone service at post, camp, station or base level, except when approved by the Chief of Staff on a case by case basis.

b. Calls within an installation, metropolitan area or confined geographical areas where other existing government provided local telephone service is available.

c. Unofficial or personal calls.

d. Off-net extension of calls into the commercial system at a distant PBX/Private Automatic Branch Exchange (PABX), except where such extension has been previously approved by local authorities controlling the called switchboard.

4. DSN Precedence. Use of the Joint Uniform Telephone Communications Precedence System is directed for all authorized users of voice communication facilities of the Department of Defense (DoD). Since the effectiveness of the system depends upon cooperation on the part of persons authorized to employ it, users must be familiar with the purpose to be served by each level of precedence category and the types of calls which may be assigned the respective precedences. The following precedences apply:

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a. FLASH. Flash precedence is reserved for alerts, warnings or other emergency actions having immediate bearing on national, command or area security (e.g., Presidential use; announcement of alert; opening of hostilities; land, air or sea catastrophes; intelligence reports on matters leading to enemy attack; potential or actual nuclear accident or incident; implementation of services unilateral emergency action, procedures, etc.).

b. IMMEDIATE. Immediate precedence is reserved for vital communications having an immediate operational effect on tactical operations or which directly concern safety or rescue operations or which affect the intelligence community operations role (e.g., initial vital reports of damage due to enemy action; land, sea or air reports which must be completed from vehicles in motion such as operational mission aircraft; intelligence reports on vital actions in progress; natural disaster or widespread damage; emergency use for circuit restoration; use by tactical command posts for passing immediate operational traffic, etc.).

c. PRIORITY. Priority precedence is reserved for calls which require prompt completion for national defense and security, the successful conduct of war or to safeguard life or property, which do not require higher precedence. Normally, priority is the highest precedence which may be assigned to administrative matters for which speed of handling is of paramount importance.

d. ROUTINE. Routine precedence is reserved for all other official communications.

(1) All communications placed with military switchboards will be handled as routine communications unless the user requests a higher precedence. Routine communications have no preemption rights.

(2) The precedence designations FLASH, IMMEDIATE and PRIORITY will be given preemption rights in order of their listing.

(3) FLASH precedence is not available to MCAS Cherry Point.

(4) Calling instructions are contained in the telephone directory and should be followed when placing either precedence or routine calls.

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2004. OFF STATION CIRCUITS. In order to provide the most efficient, cost effective and responsive telecommunications network, several call routes are provided. Consult the telephone directory for access instructions.

1. DSN. Access to DSN is provided only to the most essential elements of command. DSN may be used only for official business of the U.S. Government. If DSN cannot be used in a timely manner or if the called party does not have DSN service, other long distance calling methods may be used. DSN may not be used for calls within an installation, a metropolitan area or the local calling area.

2. Direct Distance Dial. Direct Distance Dialing (DDD) will be utilized for official business not of an operational nature. This access consists of a combination of U.S. Government and commercial trunk lines. Calls will be automatically handled by the system to provide least cost routing over MCI (FTS-2001) and Local Exchange Carrier (LEC) lines.

3. International Circuits. A limited number of international capable telephone lines are available for use. Access for unofficial use is strictly forbidden.

2005. INTERNATIONAL LONG DISTANCE. International Long Distance dialing is available to authorized subscribers.

2006. DIRECTORY ASSISTANCE

1. The MCAS Cherry Point Telephone Directory is published as a section within the Sprint Havelock Telephone Directory and is also maintained on-line on the Cherry Point Intranet. Types of telephone listings are:

a. Listed. The Organization/Office/Title is listed in the telephone directory and is available from the information operator.

b. Non-Listed. The Organization/Office/Title is not listed in the telephone directory, but is available from the information operator.

c. Non-Published. The Organization/Office/Title is not listed in the telephone directory and is not available from the information operator.

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2. Department Heads and commanding officers are responsible for the accuracy of telephone directory information. Changes to the organizational listings will be submitted as they occur. The Telecommunications and Maintenance Officer will publish directory information available in his files, unless notification of changes are received.

2007. OPERATOR ASSISTANCE. Telephone operators are available to provide assistance in placing calls. Operators are instructed to be uniformly courteous and respectful; similar action on the part of the subscriber is expected and is an incentive for superior service. It is forbidden to reprimand or enter into conversation with the operators. Operators are instructed not to give "Time-of-Day". Unsatisfactory service or other complaints should be reported to the Telecommunications and Maintenance Officer.

2008. AUTOMATED ATTENDANT SYSTEM. An automated attendant system is in service to reduce call waiting times for assistance and save manpower. Requests to be added to the system menu must be submitted to the Telecommunications and Maintenance Officer for consideration. The size and length of announcements is limited; hence, extreme scrutiny will be exercised to keep the system menu small, yet convenient.

2009. COMMUNICATION ECONOMY. Because of the high and continuing cost increases of telephone service, it is imperative that all subscribers practice communication economy. To ensure reliable and equitable service, strict compliance with the following is mandatory:

1. Commanding officers and Department Heads will ensure that only the minimum number of telephones, consistent with the mission of the organization, are installed.
2. Commanding officers and Department Heads will request removal of infrequently used telephones. Particular attention will be given to removal of telephones installed in areas which are being vacated.
3. Requests for service (e.g., relocations, extension, etc.) based solely upon convenience or personal preference will not be performed.
4. Commanding officers and Department Heads will be responsible for providing access control on telephone lines that have DDD access.

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2010. REMOTE ACCESS (REMAC) SERVICE

1. REMAC telephone service is a remote access service that provides a subscriber the ability to use official telephone services identical to their office telephone, regardless of location. The REMAC code enables a telephone to simulate the subscriber's office telephone on any telephone line that can call the Air Station REMAC telephone number. REMAC codes are directly related to an existing official telephone number aboard the Air Station. THIS SERVICE IS FOR OFFICIAL BUSINESS ONLY. Placement of unofficial calls using REMAC is not authorized. REMAC codes will be handled in a manner similar to a bank card personal identification number (PIN).

2. REMAC calls may originate from the following types of telephone lines:

- a. Another Air Station line, regardless of class of service.
- b. Any local Havelock or New Bern telephone line.
- c. From any commercial line beyond that would require a long distance call, by calling the REMAC toll free telephone number.
- d. Pay telephones, residences or businesses.

3. Calls may be placed to any of the below services using the REMAC code, if the user is authorized access:

- a. Local off-net to Havelock or New Bern.
- b. Commercial long distance dialing.
- c. DSN access to CONUS circuits.
- d. FTS-2001 access.

4. A REMAC code will only be issued to commissioned officers, Staff Noncommissioned Officers and authorized civilian personnel. Codes may not be shared. Not more than four cards will be issued per unit requesting service. Each REMAC code holder must certify bills upon receipt.

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5. Reissue of REMAC codes will not be allowed. Once compromised or canceled at the end of the Calendar Year, a new one must be requested using the appropriate chain of command. Lost or stolen REMAC codes must be reported to the Telecommunications and Maintenance Department within 72 hours to prevent personal liability for reimbursement of further charges. All REMAC codes will self-cancel at the end of each Calendar Year. REMAC codes are not transferable. REMAC codes must be requested in writing by a TSR 30 days prior to the end of each Calendar Year.

2011. CREDIT CARDS. Credit card services are available for those subscribers performing frequent travel throughout CONUS. Services are provided through the FTS-2001 networking authorization code system. International calls cannot be made with these cards. The unit TCO will be the unit representative to request and receipt for cards, control access and provide monthly certification of tolls and usage. Credit cards are not transferable. Duplicates will not be issued. Not more than three cards may be issued to any individual TCO. Credit card charges will be borne by the subscriber.

2012. TACTICAL EQUIPMENT DEMARCATION. Tactical shelterized equipment aboard the Air Station requires responsive and flexible voice switched circuitry and data systems support.

1. Use of tactical systems in a garrison environment is necessary for proper maintenance and training. The Telecommunications and Maintenance Department will provide support to tactical units up to a demarcation point. All equipment beyond these demarcation points will be controlled by the user for relocation, installation and maintenance.

2. Available lines will be provided to the demarcation point on marked terminal blocks. Access to terminal cans, splices and distribution blocks will not be permitted or necessary. Trouble calls for circuitry problems will continue to be addressed to the Help Desk. Repair will be to the demarcation point.

2013. TELEPHONE KEY SYSTEMS

1. Advanced technologies and data automation projects have quickly rendered key systems obsolete. Increased maintenance costs also drive the need to simplify the equipment installed at subscriber locations. A phase out of telephone key systems is being implemented

to reduce costs and enhance services through the central switching equipment.

2. Existing key telephone systems will continue in service. New requirements for additional lines will not be installed on existing equipment that required frame or backplane expansion. Systems that require replacement or expansion beyond their capability will be replaced by single line service. In Fiscal Year 1994 (FY-94), the Telecommunications and Maintenance Department began a phased removal of all key telephone systems that will be completed as funding permits. All tenants, in accordance with existing ISSA's, will provide for reimbursement of repair costs for multi-line systems currently in use after 30 September 1993.

2014. VOICE MAIL. Voice Mail is available as a telecommunications and infrastructure service on an equitable basis. The current distribution is 35% of all users in a command. Exceptions will be made to the 35% distribution based on equipment capacity and valid operational needs. The Telecommunications and Maintenance Department will not modify existing equipment to accommodate special user-owned voice systems. Operation and maintenance of user supplied voice mail systems will be entirely the responsibility of the user.

2015. PRIVATE BUSINESS EXCHANGE (PBX). The Telecommunications and Maintenance Department will provide PBX services for those subscribers with a need for special inter-business connections. All services, maintenance and repair will be supported by the subscriber.

2016. SECURE TELEPHONE UNIT (STU-III). A quantity of STU-III telephones are in use aboard the Air Station. The Air Station STU-III Coordinator is responsible for the installation and maintenance of these units. STU-III's may not be deployed without the approval of the MCAS AC/S, G-6. A quantity of deployable STU-III units have been provided to the 2d MAW for unit deployments. Requests for STU-III service should be submitted to the AC/S, G-6 (Attention: STU-III Coordinator).

2017. MORALE CALLS. The Telecommunications and Maintenance Department will process morale calls as a service to our deployed Marines and sailors. Each service member will be limited to one 15-minute call per day. Calls will only be processed after normal duty

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hours (1630-2400 Monday-Friday and 0800-2000 Saturdays, Sundays and holidays). Collect calls will not be processed. The Telecommunications and Maintenance Officer reserves the right to modify this policy at any time, due to manpower considerations, customer abuse or system capacity.



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CHAPTER 3

DATA SERVICES

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CHAPTER 3

DATA SERVICES

3000. AIR STATION BASE AREA NETWORK (BAN). A dedicated Base Area Network (BAN) exists aboard the Air Station for connection of users to multipurpose and dedicated networks. The BAN is controlled by the AC/S, G-6. Requests for connectivity should be addressed to the Joint Call Center, by calling extension 114 or 466-4701, Option 1. The Telecommunications and Maintenance Department is responsible for the provision of transmission services and terminal installation on the BAN. Only government-owned hardware running Marine Corps approved software will be connected to the BAN. Tenants units will be required to provide funding for all hardware, software installation and maintenance. Tenant units may be required to provide reimbursement for usage of special circuits.

3001. FTS-2001 DATA SERVICES. A contract exists through GSA for special data connections into the FTS-2001 network. Approval by the AC/S, G-6 is required to determine the validity of requirements for these services. Requests will be submitted by the Telecommunications and Maintenance Department.

1. FTS-2001 Switched Data Service (SDS) provides a synchronous, full duplex, totally digital, 56 kbps, data channel. Service includes dial-up access, authorization codes and direct data terminal connection.

2. FTS-2001 Packet Switched Service (PSS) is a data service using x.25 compatible data transfer service. Service includes protocol conversion and FTS-2001 electronic mail. Connection may be through a terminal or personal computer, or by dial up modem using FTS-2001 Switched Voice Service (SVS).

3002. DEDICATED DATA SERVICES. Dedicated data services will not be provided to government users without the approval of the AC/S, G-6. For services running external to the Air Station, a waiver may be required from higher authority.

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CHAPTER 4

REQUEST FOR OFFICIAL SERVICES

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CHAPTER 4

REQUEST FOR OFFICIAL SERVICES

4000. TELECOMMUNICATIONS SERVICE REQUESTS (NORMAL)

1. MCAS Form 2180/1, Telecommunications Service Request (TSR) (Appendix B), will be utilized when requesting telephone and data network services. Installation, removal and relocation of service, including special equipment, must be requested in writing. This form is available in the Sprint Telephone Book, Air Station Directory section or on the Cherry Point Intranet. Requests shall be submitted directly to the Telecommunications and Maintenance Department, Building 4397. The TSR will be signed by the Commanding Officer or the TCO.
2. Each request should contain:
  - a. The desired types of service (see Chapter 2).
  - b. The present directory listing (if any).
  - c. The proposed directory listing
  - d. A complete description of the work to be performed, together with justification for the service.
  - e. Identification of funds availability to pay for any required equipment or work, if applicable.
  - f. Location information to include building number, floor number and room number.
3. Due to the costs involved, requests must be based on necessity, not convenience. Particular emphasis on the placement of instruments or equipment to permit more than one user is urged.
4. Routine requests for service will normally be completed in the order in which they are received at the Telecommunications and Maintenance Department, if the necessary materials are available. Emergency requests will be completed as soon as possible. Emergencies shall be so designated on the request form and justified.

Emergencies are defined as those occasions when loss of life, property or security is imminent due to lack of telecommunication services. The Telecommunications and Maintenance Officer will approve or disapprove emergency requests for service.

6. All TSR's will be surveyed for planning purposes and cost estimates.

4002. TENANT ACTIVITIES REIMBURSEMENT. Air Station and tenant activities will reimburse the Telecommunications and Maintenance Department per existing support agreements. Non-common costs shall be paid by the activity or unit served and enjoying the provision of service or special features. These costs shall include all charges and costs for:

6. Service and equipment charges on an equal share or established

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tariff basis for those activities serviced by a PBX that is customer owned.

7. Cable mileage when off-base numbers are used but go through government cable.

4003. ALLOCATION OF SERVICE. Allocation of Class Defense Switched Network (DSN) telephone service to activities will be determined on an equitable basis by the Telecommunications and Maintenance Department. The total amount of Class DSN service allotted to an activity will be based upon experience, availability of telephone trunks and the amount of control needed to prevent abuse of the system. Class DSN lines are required to be in a controlled area.

4004. TELEPHONE EXTENSIONS

1. In the interest of acceptable service, not more than three instruments will have access to any telephone number, except key systems.

2. Telephone extensions may only be installed in the same room and then only with the approval of the Telecommunications and Maintenance Officer. Key telephone service will not be extended beyond the confines of a building.

4005. PROCUREMENT OF LEASED PRIVATE LINE SERVICE

1. The Commandant of the Marine Corps (CMC) is responsible for the budgeting, funding and accounting of all inter-exchange private line services provided to Marine Corps funded activities. The Telecommunications and Maintenance Department is the only Air Station activity authorized to request leased line services of any type.

2. As prescribed in reference (b), all transactions pertaining to inter-exchange private lines must be processed through the Naval Telecommunications Command, the single point of control for the Department of the Navy. The Defense Commercial Communications Officer (DECCO) will procure from and pay the commercial communication carrier for all private line service required from funds appropriated by all components of the Department of Defense.

4006. SERVICE REQUEST PROCEDURES

1. Individual requests for leased private line service will be

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submitted using a TSR at least 180 days in advance via the Chain of Command to the Telecommunications and Maintenance Officer, who will prepare the activity request. The request shall contain the following information:

- a. The name and telephone number of the individual at the requesting activity to call for information.
- b. Point of contacts, telephone numbers and building numbers, when the equipment installation is desired, the point of origin and the point of termination.
- c. Dates service is to begin and end.
- d. Identification of organization accepting, using, and paying for service.
- e. Complete justification of service.

4007. DISCONTINUATION OF SERVICE. Commanding officers and Department Heads will initiate discontinuation of service requests by notifying the Plant Operations Division, Telecommunications and Maintenance Department.

4008. TELEPHONE TROUBLE REPORTING. A subscriber experiencing telephone problems should contact the G-6 Joint Call Center by dialing 114 or 466-4701 from a working extension and report the problem as completely as possible. This service is available on a 24-hour basis. Emergency maintenance after normal working hours will normally be provided only to telephones listed in the Telephone Directory as "Duty" telephones. Telephones not listed as "Duty" telephones will be repaired during normal working hours.

4009. DATA/NETWORK TROUBLE REPORTING. Subscribers experiencing problems with the BAN, a Local Area Network (LAN) or other data network system should contact the G-6 Joint Call Center by dialing 114 or 466-4701.

4010. MISUSE OF TELEPHONES

1. The telecommunications and infrastructure are maintained and operated by the Telecommunications and Maintenance Department. No person, other than an authorized member of the Telecommunications and Maintenance Department, shall install, move or attach any type of

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apparatus that will interfere with, or modify in any manner, equipment affixed to the telecommunications and infrastructure.

2. When equipment tampering is discovered, the using unit will be notified and given two-three days to correct the situation. After this time, Telecommunications and Maintenance personnel will inspect the site. If the situation has been corrected, work will proceed as required. If the situation has not been corrected, the Telecommunications and Maintenance Officer will notify the commanding officer of the situation at which time service may be suspended and no additional telecommunications work will be accomplished until the situation has been rectified.

3. Equipment and instruments connected to the telecommunications and infrastructure are government property furnished for use at MCAS Cherry Point. Removal of this property from its assigned area is prohibited.

4. Abuse, tampering or otherwise interfering with normal operation of associated equipment will result in suspension of any work on TSR's or trouble calls (with the exception of duty telephones) until the unit has rectified the situation.



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CHAPTER 5

REQUEST FOR UNOFFICIAL SERVICE

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CHAPTER 5

REQUESTS FOR UNOFFICIAL SERVICES

5000. PROCUREMENT OF PRIVATE SERVICES. Procurement of services with or without a contract will be as prescribed in those portions of reference (d) pertaining to procurement of other utilities services. DD Form 428, Communication Services Authorization, will be used for requesting normal telephone facilities under the existing Local Exchange Carrier (LEC) contractual agreements and current North Carolina public utilities tariffs. Private services requested under these contracts will generally apply to temporary requirements such as those needs of the FMF for exercises or contingencies. The Telecommunications and Maintenance Officer will serve as the sole agent for the Air Station in the ordering of services from the LEC.

5001. CLASS OF SERVICE 33. Class 33 telephone service, when specifically authorized by CMC in lieu of commercially furnished service, is installed on or adjacent to Marine Corps installations, served through Government-owned or lease telephone exchange systems and used for unofficial purposes. Class 33 telephone service is paid for by the subscriber per reference (b).

1. Unofficial service for commercial concerns such as contractors, concessionaires or other business activities is provided jointly by Sprint and the Telecommunications and Maintenance Department. Commercial concerns will apply for telephone service at the Plant Operations Division, Building 4397, MCAS Cherry Point and to Sprint as required. The standard TSR may be completed when applying for service at the Plant Operations Division.

2. Unofficial service for occupants of Bachelor Officer Quarters and Government-owned or leased family housing quarters is provided by American Telephone and Telegraph Company (AT&T). Occupants shall submit requests directly to AT&T, whose business office is located in the Station Bowling Alley. If the use of government cable facilities is required, it shall be at the discretion of the Telecommunications and Maintenance Officer.

3. Telephone service is considered to be provided from the date of installation until such time as a request for termination of service is received by the Telecommunications and Maintenance Department, Plant Operations Division.

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4. Repairs to all unofficial service shall be the responsibility of the subscriber for reimbursement per local and state utility regulations and tariffs.

5002. REIMBURSEMENT. MCCS activities and private parties will reimburse the government for service per reference (b) and state tariffs. Where applicable, reimbursement will include basic charges, installation, relocation, reconnection and toil charges that are incurred through the use or provision of telephone service. Checks or money orders will be made payable to the Disbursing Officer, DFAS Kansas City Center and mailed to AC/S, G-6, Attn: Plant Operations Division, G-6 TISD, PSC Box 8014, Cherry Point, NC 28533-0014, for the exact amount of the telephone bill plus any applicable tax. A deposit is required for Class "33" services equal to the estimated bill for a three-month period. Deposit requirements may be waived or refunded for permanent tenants (i.e., Red Cross and MCCS) at the discretion of the Telecommunications and Maintenance Officer, based on the payment record of the subscriber, tenancy duration and probability of recovering debts.

1. As applicable, Class 33 subscribers will be billed monthly. Telephone bills will be paid prior to the first day of the month succeeding that in which billed. Payment in person may be made at the Plant Operations Division, Building 4397, MCAS Cherry Point, from 0800 to 1100 and from 1300 to 1530, Monday through Friday. NON-RECEIPT OF BILLS IS NOT ACCEPTABLE AS AN EXCUSE FOR DELINQUENT PAYMENTS.

2. Private telephone subscribers utilizing government transmission lines must bear the cost of cable mileage between their point of service aboard MCAS Cherry Point and the Sprint point of connections as well as monthly Sprint charges. Cable mileage charges are regulated by the North Carolina Utility Commission. Payment will be made through the Plant Operations Division, Building 4397, MCAS Cherry Point, between the hours of 0800 to 1100 and 1300 to 1530, Monday through Friday.

3. Telephone service may be suspended if a bill is not paid during the prescribed period. To regain service, a letter requesting re-establishment of service must be addressed to the Telecommunications and Maintenance Officer. If approved, the person concerned must pay all indebtedness plus a reconnect charge before reconnection. Suspended service will be limited to two weeks at which time, if the

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bill has not been paid in full, all equipment will be removed from the premises. A subsequent reinstatement requires all additional charges applicable to a new installation.

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CHAPTER 6

MISCELLANEOUS

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CHAPTER 6

MISCELLANEOUS

6000. PAY TELEPHONES. All commercial pay stations are owned, operated and maintained by AT&T, and are provided for the convenience of the public. Misuse or abuse of any of the apparatus or equipment associated with these pay stations will restrict or deprive many people of a desirable convenience. Requests for installations, relocations or removals of pay stations will be made to the AC/S, MCCS using a TSR, MCAS Form 2180/1. Pay stations will be provided as determined by AT&T.

6001. TELEPHONE MONITORING. Telephone recording devices will not be utilized to record conversations on telephones connected to the telecommunications and infrastructure, except when specifically authorized by the Secretary of the Navy. Excluded from this requirement are those electronic/mechanical answering devices employed in a secretarial capacity and not intended for the monitoring and recording of two-way telephone conversations.

1. Requests for authority to employ recording devices on office telephones to meet specific operational requirements shall be submitted by the respective CG only, to the Secretary of the Navy via CMC (CCTO). Requests to the Secretary of the Navy shall fully explain the necessity for the exact reproduction, the parties to the conversation, the nature of the conversation, the specific period of time the monitoring shall encompass, the availability of the required devices or the identity of the local commercial telephone company from whom the recording devices may be obtained. Conduct of office telephone monitoring in excess of the time authorized without specific approval of the Secretary of the Navy is not authorized. Funding for the leased recording devices is the responsibility of the requesting command.

2. Communications Management Monitoring. Telephone communications management monitoring may be authorized by the respective Commanding General, as required, to provide material for analysis to determine the operational efficiency of the system. This monitoring will be conducted in such a manner as to protect the rights of the individual against an invasion of privacy. Unit commanders shall assure that users of the administrative telephone system are specifically advised

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that it is for the transmission of "Official Government Business Only". A statement to this effect will be included in the telephone directory.

6002. DIRECTORY PUBLICATION. The Telecommunications and Maintenance Officer is responsible for the accuracy, guidance, and instructions on the use of the telephone system provided in the directory. Department Heads and unit commanders are responsible for providing accurate and complete listings of offices and telephone numbers. Directory changes will be published as required to ensure continued accuracy of the directory. Sprint Havelock Directory is the "official" telephone directory for MCAS Cherry Point.

1. Directory publication will be performed annually. Its publication may be included in a special section of the LEC telephone directory for wide dissemination to all quarters, both on and off-base.

2. Publication through a joint effort with the Public Affairs Officer's Base Guide is desirable, contingent upon contracting agreements.

3. Directory listings may include additional information such as: facsimile listings, STU-III users, maps, forms, special feature codes and MCCS information. Commercial advertising will not be permitted within the body of the official telephone directory.

6003. NUISANCE CALLS

1. Obscene/Abusive/Threatening Telephone Calls. It is the policy of this command to make every effort to deter and locate the originator of such telephone calls.

2. Upon receiving a malicious, threatening or abusive call, a subscriber should hang up. If the caller persists, call the Provost Marshal and the Telecommunications and Maintenance Department. A "malicious call tracking" option may be placed on an extension when requested via the Telecommunications and Maintenance Officer.

3. Malicious, threatening and abusive calls, including those calls in which obscene or profane language is used, are prohibited by Federal Law. Persons making such calls are subject to prosecution.

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6004. OPERATOR ASSISTED CALLS. A fully capable Switchboard Operator will be available Monday-Friday, 0600-2400, and on Saturdays, Sundays and holidays, 0800-2000, to provide calling assistance to all subscribers. A limited directory information service is available for most military installations and the surrounding communities. During non-peak hours, the Air Station switchboard may be secured. During these periods, an automated attendant system will handle routine call routing.

6005. DEFENSE SWITCHED NETWORK (DSN) CALLS. FOR OFFICIAL USE ONLY. During normal working hours, overseas and precedence DSN calls will be placed by dialing "0" from a Class 31 telephone. The Air Station operator will provide assistance and instructions.

6006. COMMERCIAL DIRECTORY ASSISTANCE. Directory Assistance calls that result in a charge to the Government are unauthorized. This service is not available on official phones or via the Station Telephone Operator.

6007. CONFERENCE CALLS. A conference call is a call, local and/or long distance, which simultaneously connects more than two parties. To place such a call, dial "0" for operator assistance. Up to nine parties may be connected for a conference call.

6008. AFTER HOURS. Official subscribers requiring after hours operator assistance to place international DSN calls should call the Naval Base, Norfolk, Virginia at DSN 564-0111.

6009. FIELD WIRE INSTALLATION. Field wire or cable will not be placed on utility poles or on any building (except as stated below) in any manner that restricts vehicular or pedestrian traffic. In emergency situations, the Telecommunications and Maintenance Officer will allow temporary installations of field wire systems not to exceed the duration of the emergency. Requests (in triplicate) for semi-permanent installations will be addressed to the Telecommunications and Maintenance Officer, with enclosures showing route(s), building(s) and the number of pairs. One copy will be endorsed and returned. If approved, the completed installation will be inspected by a representative of the Telecommunications and Maintenance Department. All material must be removed within 10 days of expiration of the approved period of use.

1. Stringing of field communications wire from a tree to a building, from building to building, or on trees within 300 yards of a building



or within 50 yards of an electric or communication line is prohibited, except at approved crossings and on steel messenger cable.

3. Under no circumstances will wire be suspended over and across electric or telephone lines.

5. The use or climbing of telephone or utility poles for any purpose is restricted to Facilities Maintenance and Telecommunications and Maintenance personnel. Telecommunications and Maintenance personnel will make inspections for violations and direct immediate removal of hazardous conditions. Violations will be reported to the Commanding General. Climbing poles installed and maintained exclusively for training aids are excepted.

7. All ground-laid wire along paved roads will be installed on the backslope of the ditch and will be removed immediately after completion of the exercise.

6010. TELECOMMUNICATIONS ROOMS. Access to Telecommunications Rooms is limited to G-6 personnel. No equipment will be placed in Telecommunications Rooms unless authorized by the Telecommunications and Maintenance Officer. These spaces will not be used for storage of any administrative supplies, cleaning equipment, personal gear, etc.

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telecommunications (non-electric) is an integral part of the telecommunications and infrastructure. No work may be performed without clearance from the Telecommunications and Maintenance Officer.

6012. PROTECTION OF COMMUNICATION/FIBER OPTIC CABLES. Procedures for prevention of damage to all communication and data cable (fiber optic) due to excavation is the responsibility of the Telecommunications and Maintenance Department. The Telecommunications and Maintenance Department should be notified 48 hours prior to any construction, excavation or demolition to be performed at Cherry Point, Bogue Field, Atlantic Field or BT-11.

1. The following telephone numbers can be called for locates:

Cable Maintenance: 466-4622  
Inside Plant: 466-3102  
Telephone: 466-4425  
Communications Specialist: 466-6661

2. If there is an emergency and a locate has to be done after 1545 hours or on weekends, contact extension 114 or 466-4701 and a technician will be called to locate utilities.

3. After communication/fiber optic cables have been located, the following precautions should be taken when digging near cable:

a. Cables must be exposed by hand digging, when excavation operations will cross or parallel closer than three feet of a cable path. No mechanical digging will be performed within three feet of the crossing point until the cable is physically exposed by hand digging and there is enough clearance to resume excavation by mechanical means.

b. If digging is within three feet of and parallel to a buried cable, the cable will be located by hand digging every 12 feet.

4. If the above procedures are not followed and base communications/data cables are damaged, there will be a repair cost submitted to the responsible agency for materials and labor cost for repair of utilities.

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APPENDIX A

SAMPLE MCAS FORM 2305/22, TELEPHONE AUTHORIZATION CARD

PERSON AUTHORIZED TO CERTIFY "OFFICIAL" LONG DISTANCE TELEPHONE  
CALLS AND SIGN TELEPHONE SERVICE REQUEST AND CERTIFICATION  
OF NECESSITY

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(E-MAIL Address)

\_\_\_\_\_  
(Authorization Code)

Effective this date, only the persons whose signatures appear below  
are authorized to certify the OFFICIAL LONG DISTANCE CALLS AUDIT AND  
VERIFICATION OF NECESSITY Form, MCAS 2305/22 (3-77)

PRINT

EXT #

SIGNATURE

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

TELEPHONE AUTHORIZATION CARD  
MCAS 2305/22 (REV 3-94)

\_\_\_\_\_  
(CO or Department Head)

Use reverse side if more space is needed for signatures

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APPENDIX B

SAMPLE MCAS FORM 2180/1, TELECOMMUNICATIONS SERVICE REQUEST

**TELECOMMUNICATIONS SERVICE REQUEST**

1. UNIT: \_\_\_\_\_ DATE: \_\_\_\_\_  
POINT OF CONTACT: \_\_\_\_\_ TELEPHONE# \_\_\_\_\_  
WORK BEING PERFORMED FOR: \_\_\_\_\_  
\_\_\_\_\_

**\*\*2. LOCATION OF EQUIPMENT**

BUILDING# \_\_\_\_\_ ROOM# \_\_\_\_\_ OR NAME: \_\_\_\_\_  
NEW BUILDING# \_\_\_\_\_ ROOM# \_\_\_\_\_ OR NAME: \_\_\_\_\_  
( IF APPLICABLE )

WHEN IS SERVICE REQUIRED: \_\_\_\_\_  
IS THIS WORK: (CHECK ALL THAT APPLY)  
\_\_\_ NEW SERVICE \_\_\_ CHANGE \_\_\_ RELOCATION \_\_\_ REMOVAL \_\_\_ REMAC \_\_\_  
\_\_\_ FAX \_\_\_ STU III PT TO PT...FROM BLDG \_\_\_\_\_  
TO BLDG \_\_\_\_\_

IS SERVICE TEMPORARY FOR AN EXERCISE OR SPECIAL EVENT? \_\_\_\_\_  
WHAT EVENT? \_\_\_\_\_  
.....

**3. WHAT TYPE ACCESS IS DESIRED?**

FTS-2000 \_\_\_ LONG DISTANCE \_\_\_ DSN \_\_\_ LOCAL \_\_\_ ON BASE \_\_\_  
PUBLISHED \_\_\_ NON-PUBLISHED \_\_\_ NON-LISTED \_\_\_

**4. IS THE TELEPHONE DIRECTORY TO BE CHANGED? YES/NO**

DIRECTORY LISTING \_\_\_\_\_  
.....

**5. SPECIAL INSTALLATION REMARKS (TO INCLUDE DRAWINGS OF EXISTING AND  
PROPOSED LOCATIONS OF EQUIPMENT):**

----- CONCISE,  
BRIEF NARRATIVE OF WORK REQUEST AND JUSTIFICATION.

**\*\*6. SIGNATURE OF TCO OR COMMANDING OFFICER**

**PRINT \_\_\_\_\_ SIGN \_\_\_\_\_**

WHEN COMPLETED FORWARD THIS REQUEST DIRECTLY TO: TELECOMMUNICATIONS  
AND MAINTENANCE DEPARTMENT, PLANT OPERATIONS DIVISION

**\*\*PLEASE ENSURE THAT SECTION (2) IS FILLED OUT COMPLETELY AND  
CORRECTLY**

**\*\*PLEASE ENSURE THAT TCO OR COMMANDING OFFICER SIGNS REQUEST OR IT  
WILL BE RETURNED**